



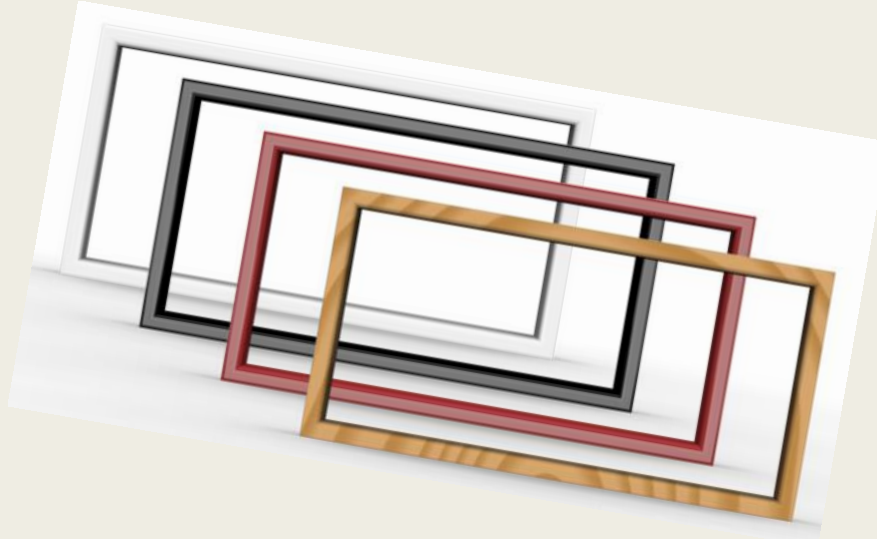
BETTER CONVERSATIONS

A closer look at redirecting toxic words and emotions



Excerpts from *Better Conversations* by Jim Knight

Controlling our Emotions





Name it



The 5 Whys

What is your hot button?
Why does *that* make you
angry?

Keep asking until you get
to the root of the issue...
usually it is 5 levels



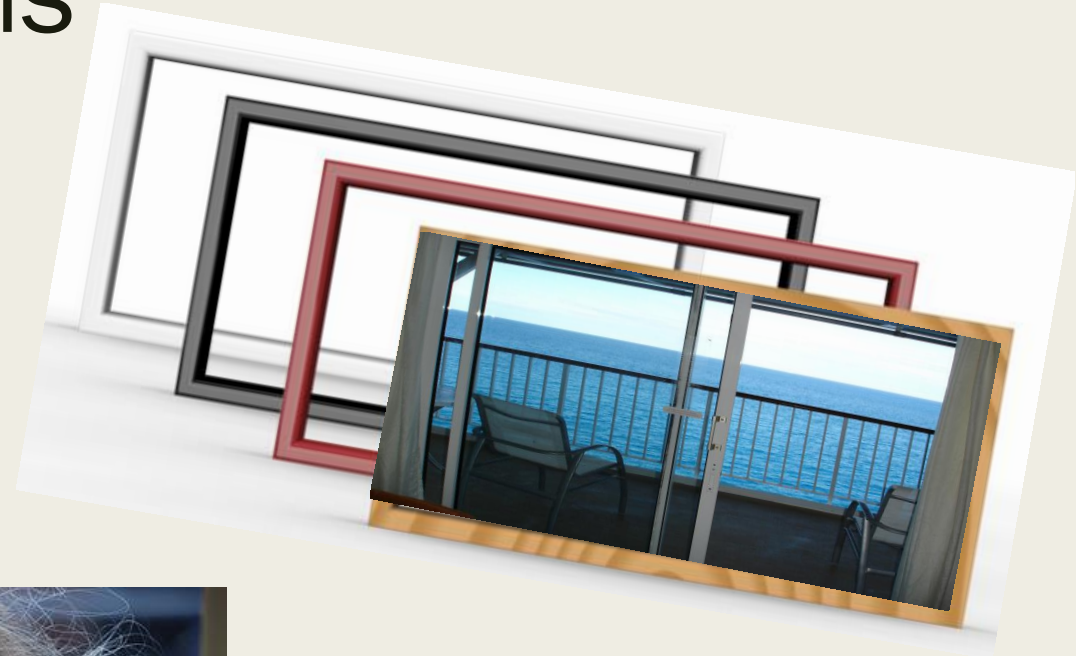
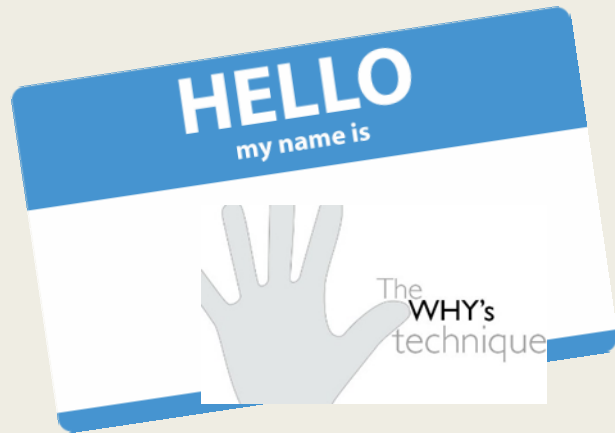
Reframe
it



Tame It



Controlling our Emotions



RESPONSIVE TURNS



Responsive Turns: *Interrupt*



Cutting off the
negative
conversation
before it begins

“Oh, I’ve
REALLY gotta
go!”

Responsive turns: *Naming*

Describing
what's going on
so everyone can
see it

“I just feel that if
we keep
complaining
about _____,
we're never
going to come up
with anything
useful.”



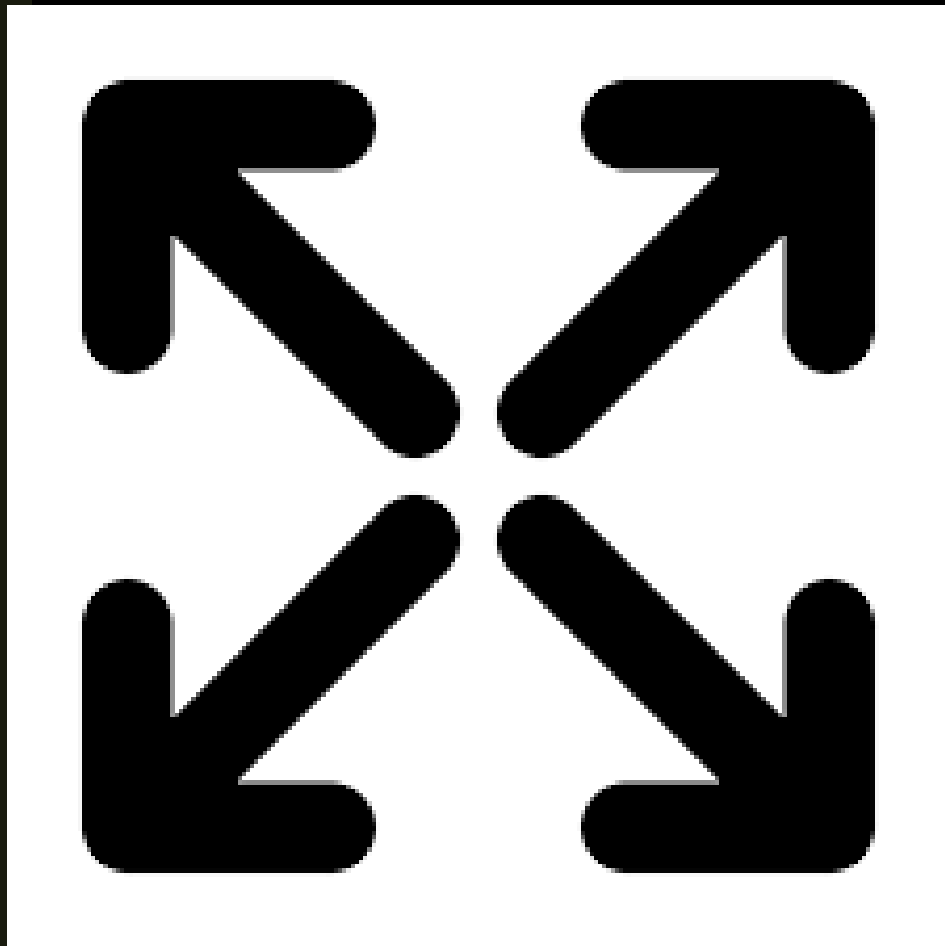
Responsive Turns:

Correcting



Clarifying a
statement that is
not true

“I was at the
meeting and Mr.
Smith was
actually opposed
to the plan.”



Responsive Turns: *Diverting*

Moving the
conversation
in a different
direction

“Hey, what
about those
Penguins?”



**WHAT CAN YOU
COMMIT TO TRYING?**